



UNITED STATES
POSTAL SERVICE®

Informed Delivery APP MTAC Workgroup #174

Session 15

**Friday, January 22, 2016
12:00 p.m. – 1:00 p.m. EST**




- ☐ Review of Session 13 (Issue 1.0: Postal Inspection Service - Surveillance Program/Mail Covers)
 - Open issues, questions, etc.
- ☐ Review of Session 14 (Issue 15.0: Non-Automation Mail)
 - Open issues, questions, etc.
- ☐ Start new discussion
 - Issue 10.0: Change of Address
- ☐ Wrap up
- ☐ Next steps

❑ Issue 1.0 - Postal Inspection Service - Surveillance Program/Mail Covers

- Recommendation from original issue statement was that USPIS could consider using images to improve the effectiveness of this program
 - ◆ The USPIS agreed that this might complement the covers program, however, there are no changes in the works
- Maybe the daily notification email could have some type of action button that would allow a subscriber to report an issue
- Need to keep USPS Public Relations in the mix so they can respond to any type of media inquiries

❑ Issue 15.0 – Non-Automation Mail

- The current logic of showing images for automated letter mail and then a “statement” for flats seems confusing
 - ◆ Especially when the two together don’t match the number of mailpieces that are delivered in a day
 - ◆ Need to add a clarifying statement on the daily notification email (DNE) that not all images are included and that not all mailpieces may be delivered on the same day as the image
- Could possibly include Mailer information in the future, if taken from the existing files submitted prior to mailing
 - ◆ Need to determine if bundle scans from flats (being tested now) will be included in the DNE’s too
 - ◆ Concern that mailer images not included could result in their mailings getting less attention (EDDM)
- Overall concern with consumers possibly being confused with not getting all images

Subject: FW: Informed Delivery Daily Digest
Attachments:  ATT00001.txt (960 B)

Today's Deliveries

12/21/2015

The information below contains images of the letter-sized mail you'll be receiving today.* Look for opportunities to interact with your mail where mailer provided content is available!

[Go to your Informed Delivery Mailbox](#)



A mailpiece for which we do not currently have an image is included in today's mail.



❑ New Discussion – Issue 10.0 Change of Address Process

- Issue Statement

- ◆ How does the process work today? What is planned for the future? Suppression? Redirect?
- ◆ For "HOLD" mail, how does it work (hold while on vacation mail?)
- ◆ Walk through workflows - note timing of each milestone such as the time the image is captured vs. the time the mail is delivered.



☐ Hold Mail

- Mail is held at the carrier case, not during automated processing – customers receive images

☐ Premium Forwarding Service

- Same as above – customer receives images from origin address
 - ◆ Physical mail is sent to destination address

- ❑ Workflows - timing of each milestone such as the time the image is captured vs. the time the mail is delivered.

Overnight/Early AM

Mail is imaged
during
processing



Overnight/Early AM

Images
matched to
delivery points



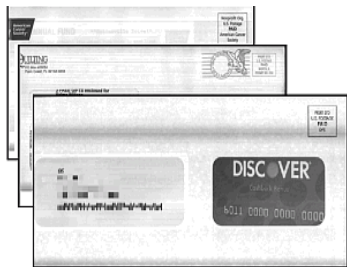
Early AM/Mid-Morning

Notification
emailed to
consumer



Mid-Morning/Afternoon

Consumer
receives mail



❑ Change of Address Process - Current

- COA is not linked to USPS.com profile or online records
 - ◆ If a customer changes their address in their profile, their service will be continued if they are in eligible ZIP Code™
- Informed Delivery™ users unsubscribe at bottom of email
 - ◆ Can re-enroll if new address is within an eligible ZIP Code™ location and their new delivery address is eligible
- Informed Delivery™ users report that they are moving
 - ◆ They are unsubscribed and provided instructions to re-enroll after they have updated their USPS.com profile
 - Assuming their new address is eligible
- Assessing ability to cross reference COA list to ID users
 - ◆ Users on COA list would be unsubscribed and provided instructions to re-enroll after they have updated their USPS.com profile

❑ Change of Address Process – Long Term

- Existing USPS.com registered users will need to confirm profile address upon enrolling in Informed Delivery™
- COA generate by customers will link to USPS.com profile automatically
 - ◆ Customers moving outside of eligibility will be unsubscribed at effective date of COA
 - ◆ Eligible customers will get images for new address
 - Remaining gap: customers that don't file COA
- Things to consider/discuss:
 - ◆ Need to improve the COA file rate
 - ◆ What if I have multiple homes?
 - Need two registrations on USPS.com
 - ◆ Could USPS offer virtual mail service not tied to a physical address?

Wrap Up & Next Steps

All Friday meetings held via WebEx from 12:00 noon – 1:00 p.m. EST

- Weekly subgroup meetings held each Tuesday via WebEx from 12:00 noon – 1:00 p.m. EST
 - Extended through 2/2/2016

September 2015

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October 2015

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November 2015

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December 2015

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

January 2016

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February 2016

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

March 2016

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- Telecom Meeting Dates (21 sessions)
- F2F Meeting Dates (3 sessions)
- MTAC, USPS HQ/Washington DC
- NPF/MTAC, Nashville TN
- Subgroup Meeting Dates (# sessions TBD)



Proposed Schedule

#	Issue	Proposed Meeting Date	
7.0	Consumer Pilot Selection Process	09/25/15	✓
8.0	Mailer Pilot Selection Process	09/25/15	✓
3.0	USPS and Industry Critical Success Factors	10/02/15	Subgroup
3.1	Impact on Response Rates	10/02/15	Subgroup
4.0	Timing / Content Discrepancies	10/09/15	✓
4.1	Data Reliability	10/09/15	✓
6.0	Data Security	10/16/15	✓
11.0	Feedback Loop	10/23/15	Subgroup
14.0	Integration with Postal One	10/30/15	Revisit 01/29
5.0	Identity Validation Process	11/06/15	✓
13.0	Mail Moment Impact	11/17/15	✓
12.0	Suppression of Images	12/04/15	✓
12.1	Suppression of Images	12/04/15	✓
12.2	Suppression functionality for mail pieces	12/04/15	✓
9.0	Flats Participation	12/11/15	✓
2.0	Do NOT Mail	12/18/15	✓
1.0	Postal Inspection Service - Surveillance Program/Mail Covers	01/08/16	✓
15.0	Non-Automation Mail	01/12/16	✓
10.0	Change of Address Process	01/22/16	✓

Subgroup Work Product Review and Wrap Up

Topic	Proposed Meeting Date	
Feedback Loop – Short Term	01/29/16	
Feedback Loop – Short Term / Long Term	02/05/16	
Feedback Loop – Long Term	02/12/16	
Response Rates	02/19/16	
Critical Success Factors	02/26/16	
Resolution Document	03/04/16	
Resolution Document	03/11/16	
Resolution Document	03/22-23/16	At NPF

- ❑ Workgroup WebEx – Session 16
 - Friday, January 29, 12:00 noon EST
 - ◆ Sub Group WebEx – Session 12
 - Tuesday, January 19 and 26, 12:00 noon EST
- ❑ Planned content
 - New Discussion – 14.0: Integration with Postal One
 - Begin subgroup work product review it time allows
 - Update on Suppression survey

Historical Issue Log

❑ Issue 3.0: USPS and Industry Critical Success Factors

- CSF's were reviewed by the group on 10/2 and 10/9
- Additional factors will be added as necessary
- A sub-group is being established to provide more input on what would be necessary to deem the test result CSF's statistically valid
 - ◆ Concerns with MID level being insufficient for testing (as compared to a sequence level within a MID)

❑ Issue 3.1: Impact on Response Rates

- This pilot program will provide input on response rates based on more registered users and more mailer interactivity tests
- Consider having saturation mailers monitor their response rates in the same ZIP Code locations to see if there is any impact

❑ Issue 4.0: Timing / Content Discrepancies

- USPS will be capturing and measuring customer issues/concerns to help determine the scope of this issue, understand the root cause of these discrepancies, and help determine what can be done to minimize

❑ Issue 4.1: Data Reliability

- In addition to the item mentioned above, WG members can provide more examples of instances where 919 scans were received but the mail piece was reported as undelivered

❑ Issue 6.0: Data Security

- Information was provided on the security enhancements that the USPS has taken since September 2015, including links to updated handbooks that provide detailed information
- WG members are welcome to submit any additional key items after reviewing the material provided/referenced

❑ Issue 11.0: Feedback Loop

- The original question posed was whether or not consumers would be able to “refuse” their images in their email and, ultimately, stop the mail piece from being delivered
- The discussion progressed further, largely broken into two categories and two sub-categories
 - ◆ Consumer facing – customer service and preferences
 - ◆ Mailer facing – operational and marketing

❑ Issue 11.0: Feedback Loop

- Consumer Facing:
 - ◆ Blocking images is not in the pilot program. Based on feedback during the meeting, this practice is not generally recommended by the industry.
 - ◆ WG members did suggest that there could be action buttons and/or indicators of a “trusted provider” within the email.
 - It was suggested that this could be a way that consumers could report issues to the USPIS.
- Mailer Facing:
 - ◆ WG members did feel that data provided back to mailers should include the type of enrollment and the time of delivery, to allow additional digital marketing efforts. This could be done through APIs.
 - ◆ The WG had additional discussion on the “Ideal Feedback Loop” on 10/30/15. Discussed the concept of the connected mailbox and the potential benefits to consumers, potential revenue for the USPS, and concerns for mailers in relation to “refusing” mail.
 - ◆ Team still needs to think about the Ideal Feedback Loop; initially described as a data transaction, perhaps similar to the IMb tracing capability, indicating the delivery point barcode, date and time of the email delivery.
 - Additional detailed discussion was held on 11/6. The sub-group will be tasked with capturing the list of feedback loop items desired.

❑ Issue 14.0: Integration with Postal One

- While not precisely speaking to the “when” such an effort might take place, Angelo noted that it would be likely be included in one of the two major releases scheduled each year.
- Mail.dat & Mail.xml are a given, however, it is not clear how the mail supply chain could benefit from a separate file submission. Workgroup participants were asked to think about that and share any suggestions.
- The question was asked about how the USPS will tie the images or URLs to the mailpiece. Tactically speaking, PostalOne is driven by the job id, so how is the person who didn’t submit the Mail.dat to PostalOne going to know how to tie it to that mailing?
- **The team will want to revisit this discussion when USPS is able to talk about how they imagine creating this connection (which should be in January 2016).** During the pilot, information will largely be managed by email and the MID will be used to connect the dots. Longer term the USPS imagined being able to apply images based on the IMb sequence number range.

❑ Issue 5.0: Identity Validation Process

- Reviewed existing process where USPS will use an Equifax Q&A process for consumers to prove their identity
- A validation letter may be sent as well
 - ◆ Carrie is working on the SOP to address what would happen if an account was set up fraudulently
 - ◆ USPS should use best practices based on expertise in this area and understand that these practices will change going forward
- One additional concern is how to manage minors
 - ◆ Minors can currently go to the mailbox and get mail, however, will they be able to see the emails?
 - There is a rule on this. USPS has policies in place that are stated in online User Agreements that prohibit minors (under 18) from registering. They would also have to pass the Equifax questions.

❑ Issue 13.0: Mail Moment

- Original questions posed:
 - ◆ Will this type of digital imagery have a positive or negative impact on the Mail Moment?
 - ◆ Will there be a loss of value to hardcopy mail?
- Guest speaker – Vicki Stephen, Director Mailing Services
 - ◆ Provided a presentation with data that supports an increased value vs. a loss of value
 - Including studies on neuroscience, etc.
 - ◆ The pilot program will help validate or negate this assumption

❑ Issue 12.0: Suppression of Images

- Questions/comments posed
 - ◆ Some mailers have expressed an interest to have images suppressed.
 - Need to discuss the implications of this and how it would be implemented.
 - ◆ As a follow-up to this, concern on images of envelopes which contain credit cards - these envelopes are commonly plain white -- what is the security to make sure these images cannot be stolen to maintain the mailbox security.
- Asking team to document pros/cons/use cases
 - ◆ From both a customer and mailer perspective
 - Will conduct a WG vote to present with final resolution document

Example	Pros	Cons	Use Cases
Collection Notices	Mailer has confirmation that the consumer opened an email with the image of a mailpiece.	Potential PII breach. During roll out, information is inconsistent across the country.	Item is misaddressed image would go to wrong person, breaching PII. The physical mailpiece would also be given to the wrong person in this case.
Advertising Mail	Multiple touch points, physical and digital	Lose impulsivity and textual impact of mail	Consumer sees B&W image, so doesn't have any urgency to get to actual mailpiece
Embossed credit card number on outside of envelope.		Potential PII breach. If mailpiece image goes to wrong consumer, privacy issues are a concern.	Embossed credit card in an envelope could be pressed against the roller during mail processing such that the numbers are imprinted on the envelope.

Example	Pros	Cons	Use Cases
Payroll Checks			
Tax refunds			
Subpoena's			
Red Light Tickets			
Certified Mail	Consumers can see image in advance.		Consumer sees an image of their Certified Mailpiece and they know that they have a signature item to pick up at the post office. Saving them time and adding convenience to their daily tasks.
Certified Mail	Mailer has confirmation that the consumer opened an email with the image of a mailpiece.		Mailer sends a Certified item to a consumer. Consumer doesn't pick up item, however, mailer has documentation that the email was opened.

Example	Pros	Cons	Use Cases
High Dollar Amount Coupons			
CC Convenience Checks	<p>Consumers could see information in advance and take action</p> <p>Consumer could take immediate action to get them out of their mailbox</p>	Consumer could ignore it	Not necessarily just related to this topic.
Mailings from CC companies with their return address		Fraud, theft	<p>I know that AmExp cards come from XX address and I can hack into people's email and see who has a credit card in their mail today. Can we quantify the risk? Can we mitigate the risk without the showing the return address?</p>

❑ Issue 12.0: Suppression of Images

- Some members felt strongly that the Digital delivery of Mailpiece Images to consumers ought to fundamentally be an Opt-In program for business mailers. Business Mailers who pay postage to the USPS for delivery of that physical piece are paying for that service alone.
- Identified several instances of how image suppression might be used to eliminate risks associated with fraud, particularly PII; concerns related to collection notices or Certified Mail; implications to payroll checks, tax refunds, subpoena's, red light tickets or convenience checks (negotiable blank checks sent by credit card companies)
- Could this be a legal issue since mailers are paying for a physical piece to be delivered and nothing else, a digital image is not what they paid for?

❑ Issue 12.0: Suppression of Images

- Technical solution to suppress would be based on Opt-In vs. Opt-Out (for mailers) so compiling a solution may not be feasible for the group
 - ◆ Example would be that STID could be used like it is for other extra services
- Do we need to worry about a future version where Mailer could not send the MP, but just an image with a hardcopy as just backup in some instances?
 - ◆ This would have to be based on USPS policy where images are not derived by a hardcopy mailpiece
- In an opt-in world, question was raised about what it would be like for the consumer, it was suggested that they would adapt to the # of images in the daily email not matching what is in their physical mailbox

❑ Issue 9.0: Flats Participation

- Carrie provided overview of test model and time period
 - ◆ Flats testing can commence in early February 2016
- Want visibility for all flats, including bundles that aren't broken down and processed on equipment
 - ◆ Discussed using a subtractive scanning process; suggested there would be benefits to coordinate with that program, which is being managed by Himesh Patel.
- USPS is still looking for additional flat mail test candidates